

# The Investigator

Brought To You By The Career Information Hotline

[www.alis.gov.ab.ca](http://www.alis.gov.ab.ca)

## CLICK OR CALL

for Career, Learning, Employment  
and Workplace Information

## INFORMATION PHONE NUMBERS WEBSITES

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# Career and Employment Services

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## Alberta Works

Alberta Works, administered by Alberta Human Resources and Employment, helps people find and keep jobs through training and job search services. It also helps employers meet their need for skilled workers and helps low-income Albertans cover their basic costs of living. It includes four components: Employment and Training Services, Income Support, Child Support Services, and Health Benefits (see page 10 for Alberta Child Health Benefit information).

For more information, contact:  
**Alberta Works Contact Centre**

Toll-free: 1-866-644-5135  
Edmonton: (780) 644-5135

**Alberta Career Information Hotline**  
Toll-free: 1-800-661-3753  
Edmonton: (780) 422-4266  
Website: [www.hre.gov.ab.ca/AlbertaWorks](http://www.hre.gov.ab.ca/AlbertaWorks)



**Alberta Human Resources and Employment** assists Albertans through its network of service centres. The following offices have Labour Market Information Centres (LMICs) where you can find information about the workplace, career options, education programs and funding, and finding work. Many LMICs have equipment you can use for work search purposes.

- Call the Alberta Career Information Hotline at 1-800-661-3753 toll-free throughout Alberta. In Edmonton, call (780) 422-4266.
- Call 310-0000 toll-free and, after the prompt, enter the number of an office listed below.
- Go to the ALIS (Alberta Learning Information Service) website at [www.alis.gov.ab.ca](http://www.alis.gov.ab.ca) and click on the Career Services Near You link for information on these and other offices.

Athabasca	(780) 675-2243
Barrhead	(780) 674-8345
Bonnyville	(780) 826-4175
Brooks	(403) 362-1278
<b>Calgary</b>	
>Century Park Place	(403) 297-6344
>Fisher Park Place II SE	(403) 297-4024
>Marlborough Mall NE	(403) 297-7570

>One Executive Pl. NW	(403) 297-3951
Camrose	(780) 608-2525
Claresholm	(403) 625-4457
Cold Lake	(780) 594-1984
Crowsnest Pass	(403) 562-3285
Drumheller	(403) 823-1616

<b>Edmonton</b>	
>Argyll Centre	(780) 644-2827
>City Centre	(780) 415-4900
>Fort Road	(780) 415-9831
>Meadowlark	(780) 415-8116
Edson	(780) 723-8317
Fort McMurray	(780) 743-7192
Grande Prairie	(780) 538-6234
High Prairie	(780) 523-6794
Hinton	(780) 865-8273
Lac La Biche	(780) 623-5215
Lethbridge	(403) 381-5546
Lloydminster	(780) 871-6445
Medicine Hat	(403) 529-3683
Olds	(403) 507-8060
Peace River	(780) 624-6135
Pincher Creek	(403) 627-1125
Red Deer	(403) 340-5353
Rocky Mountain House	(403) 845-8590
St. Paul	(780) 645-6473
Slave Lake	(780) 849-7290
Stettler	(403) 742-7586
Vegreville	(780) 632-8686
Vermilion	(780) 853-8164
Wainwright	(780) 842-7500
Westlock	(780) 349-7700
Wetaskiwin	(780) 361-1272
Whitecourt	(780) 778-7149

Career, learning and employment services may be available in communities other than those listed above. Call the Alberta Career Information Hotline for details.

## Need Computer Access?

Need to find job postings, do related research through the Internet or print your résumé but don't have a computer? Visit your local Alberta Human Resources and Employment service centre, Youth Connections office, public library or Community Access Program (CAP) site.

To find a CAP site near you, contact CAP at 1-800-575-9200 toll-free (TTY 1-800-465-7735 toll-free for callers who are deaf or hard of hearing) or call the Alberta Career Information Hotline.

## Youth

**Youth Connections** offers free services to Albertans between the ages of 16 to 24, including career planning and counselling, résumé writing workshops, job search and interview techniques, and work exploration activities with employers. There are Youth Connections offices throughout Alberta. Call the Alberta Career Information Hotline or visit [www.youthconnections.gov.ab.ca](http://www.youthconnections.gov.ab.ca) to find the location nearest you.

**Skills Canada Alberta** is a provincial, not-for-profit organization that actively promotes occupations in skilled trades and technologies to Alberta youth through a variety of programs. These culminate in an annual Provincial Skills Competition. Stakeholder groups include industry, education, labour and government.

Phone: (780) 493-2630

Website: [www.skillsalberta.com](http://www.skillsalberta.com)

**CAREERS: The Next Generation** is an industry-driven private/public partnership dedicated to the career development of Alberta's youth. Its aim is to provide a continuous supply of skilled workers to meet industry needs today and in the future. Students can explore career pathways in the trades and technologies and health services fields.

Toll-free: 1-888-757-7172

Edmonton: (780) 426-3414

Website: [www.nextgen.org](http://www.nextgen.org)

**The Tech Prep Credential** is a career development initiative that helps high school students apply what they learn in the classroom to real-life work situations. Participants demonstrate learning through a career portfolio and earn credentials recognized by Alberta Education.

Phone: (403) 342-3797

Website: [www.careerprep.ab.ca](http://www.careerprep.ab.ca)

## Aboriginal People

A number of employment centres throughout the province provide specialized career planning, educational planning and work search services for First Nations and Métis people. Call the Alberta Career Information Hotline for services in your area or check out these websites for additional resources.

[www.servicealberta.gov.ab.ca/aboriginal](http://www.servicealberta.gov.ab.ca/aboriginal)

[www.albertafriendshipcentres.ca](http://www.albertafriendshipcentres.ca)

[www.ainc-inac.gc.ca](http://www.ainc-inac.gc.ca)

## Persons With Disabilities

**Disability Related Employment Supports** addresses barriers to employment by providing assistive services and technologies during job search or while pursuing education. Call the Alberta Career Information Hotline to find an Alberta Human Resources and Employment service centre near you.

Website: [www.hre.gov.ab.ca/dres](http://www.hre.gov.ab.ca/dres)

**Disability Weblinks** lists programs and services offered by the federal, provincial and territorial governments for persons with disabilities.

Website: [www.disabilityweblinks.ca](http://www.disabilityweblinks.ca)

**WORKink Alberta** provides job seekers, employers, entrepreneurs and professionals with resources to enhance the employment of persons with disabilities.

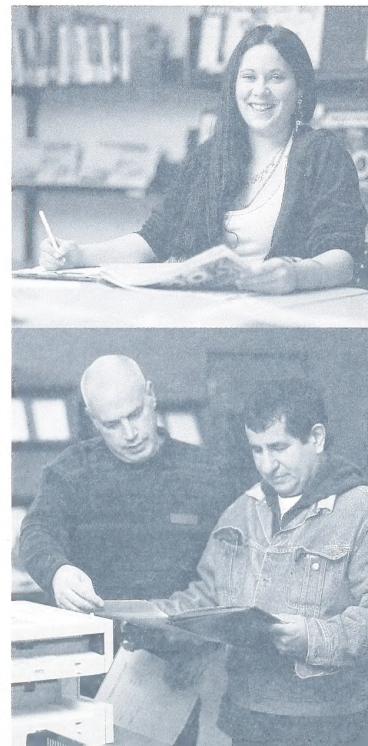
Website: [ab.workink.com](http://ab.workink.com)

## Immigrants

Adult immigrants who have just moved to Alberta can find basic information by visiting [www.alis.gov.ab.ca/welcometoalberta](http://www.alis.gov.ab.ca/welcometoalberta)

For more information on programs and services for immigrants in Alberta, or for a list of organizations that serve and work with immigrants, visit the Alberta Human Resources and Employment website at [www.hre.gov.ab.ca/immigration](http://www.hre.gov.ab.ca/immigration)

For more information on programs and services for Aboriginal People, Immigrants, Youth and Persons with Disabilities, visit [www.servicealberta.gov.ab.ca/PeopleServices](http://www.servicealberta.gov.ab.ca/PeopleServices)



# Education and Training

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## Education and Training

For institution websites, go to [www.alis.gov.ab.ca/learning/pset/alberta.asp](http://www.alis.gov.ab.ca/learning/pset/alberta.asp)

### Universities

	Toll-free		
Athabasca University	1-800-788-9041	(780) 675-6100	Athabasca
University of Alberta		(780) 492-3113	Edmonton
University of Calgary		(403) 220-6645	Calgary
University of Lethbridge		(403) 320-5700	Lethbridge

### Public Colleges

Alberta College of Art & Design	1-800-251-8290	(403) 284-7617	Calgary
Bow Valley College	1-866-428-2669	(403) 410-1400	Calgary
Grande Prairie Regional College	1-888-539-4772	(780) 539-2944	Grande Prairie
Grant MacEwan College	1-888-497-4622	(780) 497-5140	Edmonton
Keyano College	1-800-251-1408	(780) 791-4800	Fort McMurray
Lakeland College	1-800-661-6490	(780) 853-8420	Vermilion
Lethbridge Community College	1-800-572-0103	(403) 320-3323	Lethbridge
Medicine Hat College	1-866-282-8394	(403) 529-3819	Medicine Hat
Mount Royal College		(403) 440-5000	Calgary
NorQuest College		(780) 644-6000	Edmonton
Northern Lakes College	1-866-652-3456	(780) 751-3200	Grouard
		(780) 849-8600	Slave Lake
Olds College	1-800-661-6537	(403) 556-8281	Olds
Portage College	1-866-623-5551	(780) 623-5580	Lac La Biche
Red Deer College	1-888-732-4630	(403) 342-3400	Red Deer

### Private Colleges Offering Accredited Degree Programs

Alliance University College	1-800-461-1222	(403) 410-2900	Calgary
Canadian Nazarene University College	1-800-461-1222	(403) 410-2900	Calgary
Canadian University College	1-800-661-8129	(403) 782-3381 ext. 4127	Lacombe
Concordia University College of Alberta	1-866-479-5200	(780) 479-9220	Edmonton
DeVry Institute of Technology (Calgary)	1-800-363-5558 ext. 3161	(403) 235-3450	Calgary
The King's University College	1-800-661-8582	(780) 465-8334	Edmonton
St. Mary's University College		(403) 531-9130	Calgary
Taylor University College and Seminary	1-800-567-4988	(780) 431-5200	Edmonton

### Technical Institutes

Northern Alberta Institute of Technology	1-800-661-4077	(780) 471-6248	Edmonton
• Fairview Campus	1-888-999-7882	(780) 835-6600	Fairview
Southern Alberta Institute of Technology	1-877-284-7248	(403) 284-7248	Calgary

### Specialized Education

The Banff Centre	1-800-565-9989	(403) 762-6180	Banff
• Arts Programs	1-800-590-9799	Banff	
• Leadership Development Programs	1-800-298-1229	(403) 762-6369	Banff

## Private Institutions With Licensed Programs

More than 150 private institutions in Alberta offer vocational programs licensed under the *Private Vocational Schools Act*. These programs include training in areas such as information technology, hairstyling, health-related occupations and commercial truck driving. For a list of licensed programs, call the Private Institutions Branch, Alberta Advanced Education, at (780) 427-5609, visit your nearest Alberta Human Resources and Employment service centre or check out EDinfo, a database of post-secondary institutions in Alberta, at [www.alis.gov.ab.ca/edinfo](http://www.alis.gov.ab.ca/edinfo)

## Distance Learning

Many post-secondary institutions provide distance learning programs in print or on-line. To find out what opportunities may be available to you, check EDinfo at [www.alis.gov.ab.ca/edinfo](http://www.alis.gov.ab.ca/edinfo) or call the Alberta Career Information Hotline.

## Alberta Distance Learning Centre

The Alberta Distance Learning Centre (ADLC) offers accredited courses to:

- supplement your current high school program
- complete an Alberta high school diploma
- upgrade your course marks to meet admission requirements for college, university or to enter a trade.

For more information, go to [www.adlc.ca](http://www.adlc.ca) or call 1-866-774-5333 toll-free.

For information on training and employment programs with Alberta Works, visit [www.hre.gov.ab.ca/atep](http://www.hre.gov.ab.ca/atep)

## Educational Consortia

Educational consortia are associations of adult learning centres, post-secondary institutions and communities that offer a wide range of credit programs and courses for local residents. Contact the consortium in your area to find out what is offered in your community.

## Big Country

Drumheller (403) 823-8300  
Stettler (403) 742-6700

## Educational Consortia (continued)

### Chinook

Blairmore	(403) 562-2853
Claresholm	(403) 625-4231
Pincher Creek	(403) 627-4478

### Pembina

Drayton Valley	(780) 542-5400
Fox Creek	(780) 622-3758
Rocky Mountain House	(403) 845-7200
Westlock	(780) 349-7775
Whitecourt	(780) 778-2000
Website:	<a href="http://www.pec.ab.ca">www.pec.ab.ca</a>

### Yellowhead Region

Edson	(780) 723-5206
Grande Cache	(780) 827-4340
Hinton	(780) 865-7666
Jasper	(780) 852-2101
Website:	<a href="http://www.yrec.ab.ca">www.yrec.ab.ca</a>

### First Nations Adult and Higher Education Consortium

Calgary	(403) 230-0080
Website:	<a href="http://www.fnahec.org">www.fnahec.org</a>

## Academic Upgrading

Several institutions offer suitable programs for adults who want to take courses at the high school level. Many public and private colleges and technical institutes offer part-time and full-time programs designed to help students upgrade their academic skills. These programs may be called academic upgrading, college preparation, bridging, pre-technology, pre-careers or transitions programs.

For more information, contact the publicly funded institutions, private schools or the community consortium office near you or visit their websites. Contact information is available through the Alberta Career Information Hotline or from EDinfo at [www.alis.gov.ab.ca/edinfo](http://www.alis.gov.ab.ca/edinfo)

Many public and private schools offer part-time adult education courses. For information, visit EDinfo, call your local school board(s) or visit [www.education.gov.ab.ca/ei/maps](http://www.education.gov.ab.ca/ei/maps)

## English as a Second Language (ESL)

To have your English skills assessed or to get a referral to ESL classes, contact the Language Assessment and Referral centres.

Edmonton: (780) 424-3545

Website: [www.catholicsocialservices.ab.ca/services/immigration.asp](http://www.catholicsocialservices.ab.ca/services/immigration.asp) (select the ESL Programs and Services directory or link to other programs and services)

Calgary: (403) 262-2656

Website: [www.calgaryimmigrantaid.ca](http://www.calgaryimmigrantaid.ca) (click on Services, then ESL directory)

ESL learners may also receive services from Community Adult Learning Councils and volunteer tutor adult literacy programs. For information, contact Alberta Advanced Education, Community Programs Branch, at (780) 427-5624.

## Literacy Help Line

Do you need help with reading, writing or math skills, or do you want to help others learn these skills? Call 1-800-767-3231 toll-free.

## General Educational Development (GED)

The GED (high school equivalency) test satisfies minimum academic requirements of a high school education and generally includes the basics in writing, literature, math, social studies and science. Testing occurs several times each year. For more information, contact Alberta Advanced Education at (780) 427-0010.

## High School Transcripts

If you attended high school in Alberta, you can order your transcripts from Alberta Education:

- on-line at [www.education.gov.ab.ca/learning/studentservices](http://www.education.gov.ab.ca/learning/studentservices)
- by mail, fax or in person from

Transcript Office  
Alberta Education  
2nd Floor, 44 Capital Boulevard  
10044–108 Street  
Edmonton, AB T5J 5E6  
Fax: (780) 422-2137

There is a \$10 fee for each official transcript. Transcript orders cannot be accepted by telephone.

## International Qualifications Assessment Service (IQAS)

If you were educated outside of Canada, the International Qualifications Assessment Service (IQAS) can evaluate the education you received abroad and issue certificates comparing that education to educational standards in Canada.

An IQAS assessment will show you how your education is recognized in Alberta so you can make informed career decisions. Certificates can also show employers that you meet specific educational requirements, make it easier for post-secondary institutions to make decisions about admission and transfer credit, and help professional associations determine whether your credentials meet their licensing standards.

Edmonton: (780) 427-2655

Website: [www.advancededucation.gov.ab.ca/iqas](http://www.advancededucation.gov.ab.ca/iqas)

## Alberta Apprenticeship and Industry Training

### Trade Apprenticeship and Occupation Training Programs

Alberta's apprenticeship trades and occupational training programs can provide you with a rewarding career. For information about Alberta's apprenticeship trades and occupational training programs, or for a copy of an application form, visit [www.tradesecrets.gov.ab.ca](http://www.tradesecrets.gov.ab.ca) or contact any Apprenticeship and Industry Training (AIT) office listed below.

Bonnyville	(780) 826-6142
Calgary	(403) 297-6457
Edmonton	(780) 427-8517
Fort McMurray	(780) 743-7150
Grande Prairie	(780) 538-5240
Hinton	(780) 865-8293
Lethbridge	(403) 381-5380
Medicine Hat	(403) 529-3580
Peace River	(780) 624-6529
Red Deer	(403) 340-5151
Slave Lake	(780) 849-7228
Vermilion	(780) 853-8150

Become a registered apprentice in any designated trade or a trainee in any designated occupation. These industry-designed programs can help you develop skills in demand by employers in Alberta, across Canada and around the world. In addition to full-time training, technical training may be available one day a week, on evenings or weekends, on the job site or through various forms of distance learning. Scholarships and financial assistance programs are available.

### High School Students—Earn Credits... Earn Money

Through the Registered Apprenticeship Program (RAP), you can earn credits toward your apprenticeship and your high school diploma and earn a wage

### Earn an Alberta Journeyman Certificate

- Agricultural Equipment Technician
- Appliance Service Technician
- Auto Body Technician
- Automotive Service Technician
- Baker
- Boilermaker
- Bricklayer
- Cabinetmaker
- Carpenter
- Communication Technician
- Concrete Finisher
- Cook
- Crane & Hoisting Equipment Operator
- Electrical Motor Systems Technician
- Electrician
- Elevator Constructor
- Floorcovering Installer
- Gasfitter
- Glazier
- Hairstylist
- Heavy Equipment Technician
- Instrument Technician
- Insulator
- Ironworker
- Landscape Gardener
- Lather-Interior Systems Mechanic
- Locksmith
- Machinist
- Millwright

- Motorcycle Mechanic
- Outdoor Power Equipment Technician
- Painter & Decorator
- Parts Technician
- Plumber
- Power Lineman
- Power System Electrician
- Recreation Vehicle Service Technician
- Refrigeration & Air Conditioning Mechanic
- Rig Technician
- Roofer
- Sawfiler
- Sheet Metal Worker
- Sprinkler Systems Installer
- Steamfitter-Pipefitter
- Structural Steel & Plate Fitter
- Tilesetter
- Tool & Die Maker
- Transport Refrigeration Technician
- Water Well Driller
- Welder

### Earn an Alberta Occupation Certificate

- Construction Craft Labourer
- Gas Utility Operator
- Oil & Gas Transportation Services
- Steel Detailer
- Warehousing
- Well Testing Services Supervisor

at the same time. For more information or for a copy of the application form, contact the RAP co-ordinator at your high school (it could be your counsellor or principal).

### Scholarships for RAP Apprentices

Excellent work is rewarded—500 annual scholarships of \$1,000 each are available for RAP apprentices. Applications are available from high school guidance counsellors, the Alberta Scholarship Programs office at (780) 427-8640, any Apprenticeship and Industry Training

(AIT) office or the AIT website at [www.tradesecrets.gov.ab.ca](http://www.tradesecrets.gov.ab.ca).

### Scholarships for Registered Apprentices and Trainees

The Alberta Apprenticeship and Industry Training Scholarships provide 165 annual awards of \$1,000 each. Applications are available from the Alberta Scholarship Programs office at (780) 427-8640, any AIT office or the AIT website at [www.tradesecrets.gov.ab.ca](http://www.tradesecrets.gov.ab.ca).

## Student Funding

Student financial assistance programs are designed for students with financial need. Depending on your situation, you may receive funding in the form of a government student loan (Canada and Alberta), grant, scholarship or bursary. A student loan is money you have to pay back, with interest. Grants and bursaries do not have to be repaid but may be considered taxable income. They are awarded only in special situations, such as a demonstration of high financial need. A scholarship is a monetary award for academic excellence in a specific area of study or in recognition of other achievements.

## Student Funding Contact Centre

The Student Funding Contact Centre provides information about post-secondary loans and grants as well as Alberta Works funding and benefits for learners. The centre handles all telephone, e-mail and fax inquiries from Albertans, educational institutions and other delivery partners.

Toll-free in Canada: 1-800-222-6485

Edmonton: (780) 427-3722

Fax: (780) 422-4516

E-mail: Go to the ALIS website at [www.alis.gov.ab.ca](http://www.alis.gov.ab.ca), click on Students Finance and scroll down to e-Contact Service.

## Student Funding Information on ALIS

For information on Alberta student loans, grants and bursaries, go to [www.alis.gov.ab.ca/studentsfinance](http://www.alis.gov.ab.ca/studentsfinance)

To submit an electronic application for funding, follow the link from the Students Finance home page.

For information on scholarships and bursaries, visit [www.alis.gov.ab.ca/scholarships](http://www.alis.gov.ab.ca/scholarships)

## Did you know?

- All student funding applications are automatically assessed for eligibility for the Alberta Opportunities Bursary, the Canada Millennium Bursary and the Alberta Student Loan Relief Program.
- You may need to submit an application for some scholarships, grants and bursaries. Check the application requirements for each one.
- Some scholarships, such as the Rutherford and Registered Apprenticeship Program (RAP) scholarships, are available only to high school students.
- Search for more than 300 scholarships, grants and bursaries on the Scholarship Connections database available at [www.alis.gov.ab.ca/scholarships](http://www.alis.gov.ab.ca/scholarships)

## Other Sources of Student Funding Information

There are other ways to find information on student funding. Contact:

- any high school
- the Student Awards Office at post-secondary institutions
- your training provider
- a Youth Connections office
- your local Alberta Human Resources and Employment service centre. For a complete listing, go to the ALIS website and click on Career Services Near You.



# The Workplace

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## Employment Standards

Alberta's Employment Standards are minimum standards of employment for employers and employees, including payment of earnings, minimum wage, hours of work and rest periods, overtime and overtime pay, vacations and vacation pay, general holidays and holiday pay, maternity and parental leave and termination of employment.

Employment Standards provides an education program to help employers and employees better understand their rights and obligations under the *Employment Standards Code*.

Phone: (780) 427-3731

Website: [www.hre.gov.ab.ca/employmentstandards](http://www.hre.gov.ab.ca/employmentstandards)

## Workplace Health and Safety

Workplace health and safety deals with the dangers or potential hazards that may affect your health or safety at the worksite.

The Work Safe Alberta initiative is a shared commitment by industry, safety associations, labour and government to significantly reduce workplace injuries and illnesses in Alberta. Call or visit the website to find out more about Work Safe Alberta, ask questions, lodge a complaint, subscribe to a monthly e-mail notice or browse the *Occupational Health & Safety Magazine*, published three times a year.

### Workplace Health and Safety Contact Centre

Toll-free: 1-866-415-8690

Edmonton: (780) 415-8690

Website: [www.worksafely.org](http://www.worksafely.org)

## Job Search

### e-Résumé Review Service

This on-line résumé review service is free to Alberta residents and those seeking employment in the province. Alberta Career Information Hotline advisors will review your résumé based on specific criteria. For more information, call the Hotline or visit [www.alis.gov.ab.ca/hotline](http://www.alis.gov.ab.ca/hotline) and click on e-Résumé Review Service.

### Job Banks

Job banks are groups of links to job postings, job match services or websites to help you get started with your job search.

### Canada-Alberta JOBS

Canada-Alberta Job Order Bank Services (JOBS) serves Alberta job seekers and employers.

Job seekers can find job opportunities through:

- the Internet Job Bank at [www.jobbank.gc.ca](http://www.jobbank.gc.ca)
- employment telemessaging:
  - Toll-free: 1-800-727-2925
  - Edmonton: (780) 917-4899

Employers can post job opportunities free of charge:

- on-line at [www.jobbank.gc.ca](http://www.jobbank.gc.ca)
- by fax:
  - Toll-free: 1-800-666-5014
  - Edmonton: (780) 415-1647
- by phone:
  - Toll-free: 1-800-999-1546
  - Edmonton: (780) 427-5627

The Job Match service allows job seekers to create a profile, advertise or match their skills and allows employers to find people whose occupational background, skills and experience match their advertised requirements.

## Job Banks for Alberta

For more than 80 helpful links to Alberta job banks, newspaper listings, public service jobs and employer listings by industry, visit Job Banks for Alberta on the ALIS website at [www.alis.gov.ab.ca/employment/jp/jobbanksab.asp](http://www.alis.gov.ab.ca/employment/jp/jobbanksab.asp)

## Self-Employment

For up-to-date information and useful links, visit Self-Employment on the ALIS website at [www.alis.gov.ab.ca/employment/se](http://www.alis.gov.ab.ca/employment/se)

**Rocket Fuel for Your Biz** is a free, self-directed e-learning site with a comprehensive overview of the entrepreneurial process through video and business case studies. Learn the fundamentals of starting and growing your own business from planning to operations, finance to marketing and more.

Website: [www.alis.gov.ab.ca/rocketfuel](http://www.alis.gov.ab.ca/rocketfuel)

The **Self-Employment Program** helps unemployed Albertans obtain skills and knowledge to start their own business. It offers formal classroom instruction in developing a business plan, marketing, managing finances and one-on-one small business counselling. For more information, visit [www.hre.gov.ab.ca/sep](http://www.hre.gov.ab.ca/sep)

The **Business Link** offers Alberta entrepreneurs information on start-up, incorporation, regulatory requirements, marketing, exporting, financing, Aboriginal business, e-business and government programs and services.

Toll-free: 1-800-272-9675

Edmonton: (780) 422-7722

Fax: (780) 422-0055

Website: [www.cbsc.org/alberta](http://www.cbsc.org/alberta)

### Calgary Business Information

**Centre** helps entrepreneurs in the Calgary region increase their level of business success by learning about their options and getting access to resources and expertise.

Phone: (403) 221-7800

Fax: (403) 221-7817

Website: [www.calbiz.ca](http://www.calbiz.ca)

### Alberta Women Entrepreneurs

provides financing, advice, business skill development and networking opportunities for Alberta women who are starting, purchasing or expanding a business.

Toll-free: 1-800-713-3558

Edmonton: (780) 422-7784

Calgary: (403) 777-4250

Website: [www.awebusiness.com](http://www.awebusiness.com)

### Labour Market Partnerships

The Labour Market Partnerships Program provides funding to identify, develop and support labour market projects with industry, business, community and employer groups that have common labour market needs. The program supports short-term projects, including conducting research or developing strategic plans, undertaken by groups of three or more partners who represent various segments of an industry or community.

For more information, go to [www.hre.gov.ab.ca](http://www.hre.gov.ab.ca) and click on Workforce Partnerships or call the Alberta Career Information Hotline for the Alberta Human Resources and Employment service centre near you.

### Employer Toolkit

The Industry and Employer Toolkit bundles government resources available to help employers and industry inform, attract, develop and retain workers. For a copy of the toolkit go to [www.hre.gov.ab.ca/etoolkit](http://www.hre.gov.ab.ca/etoolkit) or call 1-800-661-3753 toll-free.

## Resources

### On-line Resources

#### ALIS: Alberta Learning Information Service

[www.alis.gov.ab.ca](http://www.alis.gov.ab.ca)

With more than three million visitors a year, ALIS is Alberta's leading on-line source for career, learning and employment information and services. Provided through a provincial government partnership of Alberta Human Resources and Employment, Alberta Education and Alberta Advanced Education, you'll find the resources you need to start making

the most of your future. The website provides information on:

- career planning
- education, training and certification
- occupations
- wages and salary
- students finance
- scholarships and bursaries
- labour market trends
- job posting sites and services

- employment standards
- workplace health and safety
- self-employment.

Some of the site's features include detailed profiles of more than 530 occupations in OCCinfo, video clips of more than 150 occupations and more than 100 ALIS Tip Sheets, which are short, easy-to-read articles on various topics.

### Print Resources

Alberta Human Resources and Employment produces resources to help you make informed decisions about career and education planning, occupations, work search, worker safety, workplace issues, transitions and many other topics. Some of these

publications cover topics of interest to all Albertans, while others are designed to meet the information needs of specific groups of people, such as persons with disabilities, employers, immigrants and Aboriginal people. An Alberta Career Information Hotline

advisor can recommend the best publications for you and send them to you free of charge. If you have on-line access, visit the ALIS website at [www.alis.gov.ab.ca/careershop](http://www.alis.gov.ab.ca/careershop) to download or order your own copy.

## Additional Contacts

### Service Alberta

Looking for Government of Alberta information? For access to provincial programs and services, call 310-0000 or visit the Service Alberta website at [www.servicealberta.gov.ab.ca](http://www.servicealberta.gov.ab.ca)

Deaf or hard of hearing callers with a TTY can reach Alberta government offices by dialing (780) 427-9999 in Edmonton or 1-800-232-7215 toll-free in other Alberta locations.

### Alberta Human Rights and Citizenship Commission

The Commission provides public information and education programs and helps Albertans resolve human rights complaints.

Edmonton: (780) 427-7661

Calgary: (403) 297-6571

Website: [www.albertahumanrights.ab.ca](http://www.albertahumanrights.ab.ca)

E-mail: [humanrights@gov.ab.ca](mailto:humanrights@gov.ab.ca)

Because of confidentiality concerns, the Commission cannot reply to complaints of discrimination by e-mail.

### Alberta Child Health Benefit

This premium-free health benefit plan provides dental, optical, emergency ambulance, essential diabetic supplies and prescription drug coverage for children living in low-income families.

Toll-free: 1-877-469-5437 (1-877-4MY-KIDS)

Edmonton: (780) 427-6848

Website: [www.hre.gov.ab.ca/achb](http://www.hre.gov.ab.ca/achb)

### Assured Income for the Severely Handicapped (AISH)

AISH is an income support program for adult Albertans with a permanent disability that severely impairs their ability to earn a living.

Toll-free: 1-866-644-5135

Edmonton: (780) 644-5135

Website: [www.seniors.gov.ab.ca/aish](http://www.seniors.gov.ab.ca/aish)

E-mail: [iscc@gov.ab.ca](mailto:iscc@gov.ab.ca)

### Consumer Information

The Consumer Information Centre provides consumer tips, information and alerts.

Toll-free: 1-877-427-4088

Edmonton: (780) 427-4088

Registries Information: (780) 427-7013

Corporate Registry: (780) 427-2311

Website: [www.governmentservices.gov.ab.ca](http://www.governmentservices.gov.ab.ca) (click on Consumers)

### Seniors Information Line

This is a telephone information and referral service on provincial programs and services for seniors in Alberta.

Toll-free: 1-800-642-3853

Edmonton: (780) 427-7876

## Workers' Compensation Board (WCB)

WCB is a not-for-profit mutual insurance corporation funded entirely by employers that provides workplace liability and disability insurance to workers and employers.

Toll-free: 1-866-922-9221

Edmonton: (780) 498-3999

Calgary: (403) 517-6000

Website: [www.wcb.ab.ca](http://www.wcb.ab.ca)

## 211 Non-Emergency Phone Service

In Edmonton or Calgary, dial 211 and talk to an information and referral specialist who can connect you to a full range of non-emergency social, health and government services. This telephone service is available 24 hours a day, seven days a week. You can also access this information through the 211 website at [www.211edmonton.info](http://www.211edmonton.info) for Edmonton and [www.211calgary.ca](http://www.211calgary.ca) for Calgary.

## Government of Canada

Call 1-800-O-Canada (1-800-622-6232) toll-free to be directed to an appropriate Canadian government office. Assistance is available from 8 a.m. to 8 p.m. local time, Monday through Friday, in English and French.

Website: [www.gc.ca](http://www.gc.ca)

E-mail: [sitetcanadasite@canada.gc.ca](mailto:sitetcanadasite@canada.gc.ca)

Deaf or hard of hearing callers with TTY/TDD can reach the Government of Canada by dialing 1-800-926-9105 toll-free.

## Employment Insurance information

English: 1-800-206-7218 toll-free

French: 1-800-808-6352 toll-free

## Social Insurance Number

Call 1-800-206-7218 toll-free for an application kit or visit your local Canada-Alberta Service Centre. Call the Alberta Career Information Hotline for the centre nearest you.



# Alberta Career Information Hotline

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Bibliothèque et Archives Canada  
3 3286 53662894 0

The Alberta Career Information Hotline is a free career consulting and referral service provided by the Alberta government.

## "Talk to a Career Advisor Today"

Hotline advisors are knowledgeable on a wide range of topics:

- **Career Planning**
- **Educational Planning**
- **Occupations**
- **Labour Market Information**
- **Work Search Skills**
- **Résumé Review**
- **Employer Resources**
- **The Workplace**

The Hotline assists all Albertans, including job seekers, students, people in the workforce, employers, career practitioners and educators.



### Call the Alberta Career Information Hotline

1-800-661-3753 toll-free or (780) 422-4266 in Edmonton

Deaf and hard of hearing callers with TDD units call (780) 422-5283 in Edmonton or 1-800-232-7215 toll-free for message relay service.

Website: [www.alis.gov.ab.ca/hotline](http://www.alis.gov.ab.ca/hotline)

Fax: (780) 422-0372

E-mail: [hotline@alis.gov.ab.ca](mailto:hotline@alis.gov.ab.ca)

### Hours of Service

Monday to Friday 8:15 a.m.–4:30 p.m.

### Things change...

The information in *The Investigator* was current at the time of printing. If you have any changes or suggestions, contact the Alberta Career Information Hotline.

### To order print copies, please contact:

Learning Resources Centre  
12360–142 Street NW  
Edmonton, AB T5L 4X9

Internet: [www.alis.gov.ab.ca/careershop](http://www.alis.gov.ab.ca/careershop)

Fax: (780) 422-9750

Telephone: (780) 427-5775

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